

Amendments to the Claims:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method of processing an incoming call (3-2),
characterized by the method comprising:

receiving the incoming call from a client (C1);
placing (3-2) the incoming call in a first queue system (Q1);
after the incoming call has propagated (3-4) through the first queue system, selecting an optimal recipient (R3) for the incoming call and terminating (3-14) the incoming call if the selected optimal recipient is not available;
if the selected optimal recipient is not available, selecting (3-8) one of several parallel second queue systems queue systems (Q21-Q23) such that the selected second queue system (Q23) corresponds to the selected optimal recipient (R3);
placing (3-10) in the selected second queue system a virtual call that corresponds to the incoming call;
after the virtual call has propagated through the selected second queue system, establishing a callback call (3-32) to the client (C1) and connecting (3-34, 3-36) the selected optimal recipient (R3) to the callback call.
2. (Currently Amended) A The method according to claim 1, characterized by further comprising estimating (3-14) the propagation time of the virtual call in the selected second queue system and reporting the estimated propagation time to the client.
3. (Currently Amended) A The method according to claim 2, characterized by further comprising periodically repeating (3-20) the estimating step and repeating the reporting subject to fulfillment of some predetermined re-reporting criteria.

4. (Currently Amended) A-The method according to claim 1, characterized by further comprising sending the client a warning (3-26) a predetermined time before the callback call.

5. (Currently Amended) A-The method according to claim 1, characterized by: further comprising:

presenting (21) to the selected recipient several virtual calls in the selected second queue system, each virtual call corresponding a specific client;

receiving (22)-an indication of a selected virtual call from the selected recipient; and

establishing a callback call to the client that corresponds to the selected virtual call.

6. (Currently Amended) An apparatus (SW)-for processing an incoming call-(3-2), the apparatus comprising:

call reception means for receiving the incoming call from a client-(C1);

a first queue system (Q1)-for temporary storage (3-2) of the incoming call;

characterized by:

several parallel second queue systems (Q21-Q23);

a recipient selection logic (RS)-operable to:

select an optimal recipient (R3)-for the incoming call and for terminating (3-14) if the incoming call, after it-the incoming call has propagated (3-4) through the first queue system if the selected optimal recipient is not available;

if the selected optimal recipient is not available, select (3-8) one of the several parallel second queue systems (Q21-Q23)-such that the selected second queue system (Q23)-corresponds to the selected optimal recipient-(R3);

place (3-10) in the selected second queue system a virtual call that corresponds to the incoming call;

means (CC, CF), responsive to the virtual call's propagation through the selected second queue system, operable to establish a callback call (3-32) to the client (C1) and to connect (3-34, 3-36) the selected optimal recipient (R3) to the callback call.

7. (Currently Amended) ~~An~~ The apparatus according to claim 6, characterized by further comprising a status estimation and reporting logic (SE) for estimating (3-14) the propagation time of the virtual call in the selected second queue system and for reporting the same to the client.

8. (Currently Amended) ~~An~~ The apparatus according to claim 6 or 7, characterized by further comprising a prompt function (PF) for instructing the client.

9. (New) The method according to claim 1, further comprising maintaining information on expertise of multiple recipients; and after the incoming call has propagated through the first queue system, determining a nature of business of the incoming call, selecting the optimal recipient for the incoming call based on the determined nature of business of the incoming call and the information on expertise of the multiple recipients.

10. (New) The apparatus according to claim 6, further comprising means for maintaining information on expertise of multiple recipients.

11. (New) The apparatus according to claim 10, wherein the recipient selection logic also is operable to determine a nature of business of the incoming call and select the optimal recipient for the incoming call based on the determined nature of business.

12. (New) A method of processing an incoming call, the method comprising:
maintaining information on expertise of multiple recipients;
receiving the incoming call from a client;
placing the incoming call in a first queue system;

after the incoming call has propagated through the first queue system, determining a nature of business of the incoming call, selecting an optimal recipient for the incoming call based on the determined nature of business of the incoming call and the information on expertise of multiple recipients, and terminating the incoming call if the selected optimal recipient is not available;

if the selected optimal recipient is not available, selecting one of several parallel second queue systems such that the selected second queue system corresponds to the selected optimal recipient;

placing in the selected second queue system a virtual call that corresponds to the incoming call;

after the virtual call has propagated through the selected second queue system, establishing a callback call to the client and connecting the selected optimal recipient to the callback call.

13. (New) The method according to claim 12, further comprising estimating the propagation time of the virtual call in the selected second queue system and reporting the estimated propagation time to the client.

14. (New) The method according to claim 13, further comprising periodically repeating the estimating step and repeating the reporting subject to fulfillment of some predetermined re-reporting criteria.

15. (New) The method according to claim 12, further comprising sending the client a warning a predetermined time before the callback call.

16. (New) The method according to claim 12, further comprising:
presenting to the selected optimal recipient several virtual calls in the selected second queue system, each virtual call corresponding to a specific client;

receiving an indication of a selected virtual call from the selected optimal recipient; and

establishing a callback call to the client that corresponds to the selected virtual call.

17. (New) An apparatus for processing an incoming call, the apparatus comprising:

means for maintaining information on expertise of multiple recipients;

call reception means for receiving the incoming call from a client;

a first queue system for temporary storage of the incoming call;

several parallel second queue systems;

a recipient selection logic operable to:

determine a nature of business of the incoming call;

select an optimal recipient for the incoming call based on the

determined nature of business and for terminating the incoming call, after the incoming call has propagated through the first queue system if the selected optimal recipient is not available;

if the selected optimal recipient is not available, select one of the several parallel second queue systems such that the selected second queue system corresponds to the selected optimal recipient;

place in the selected second queue system a virtual call that corresponds to the incoming call;

means, responsive to the virtual call's propagation through the selected second queue system, operable to establish a callback call to the client and to connect the selected optimal recipient to the callback call.